



## 2nd Philippine Identity Summit and 3rd National Convention on Civil Registration and Vital Statistics



# INFORMATION AND QUEUING SYSTEM



**VENIFLOR A. ESQUILONA**

Municipal Civil Registrar  
Municipality of Aroroy

Bacolod - SMX Convention Center, Bacolod City, Negros Occidental  
09:00 AM, 28 September 2023





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The Information and Queuing System (IQS) is a web-page program which provides an information, queuing management and operational evaluation system for easy tracking and management of daily transactions; provides a comprehensive education and information dissemination feature of the civil registry process while allowing the client access to real time monitoring of the processing of their transaction; and enables the MCR personnel to generate transactions history which makes for a transparent evaluation of the office's productivity.

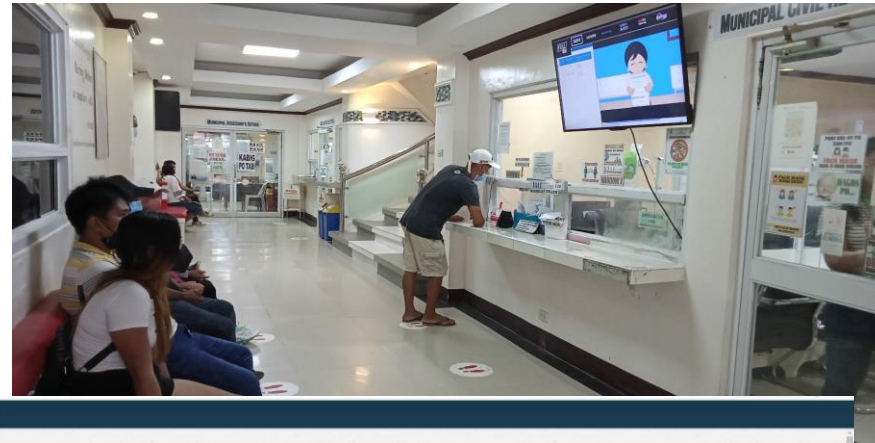
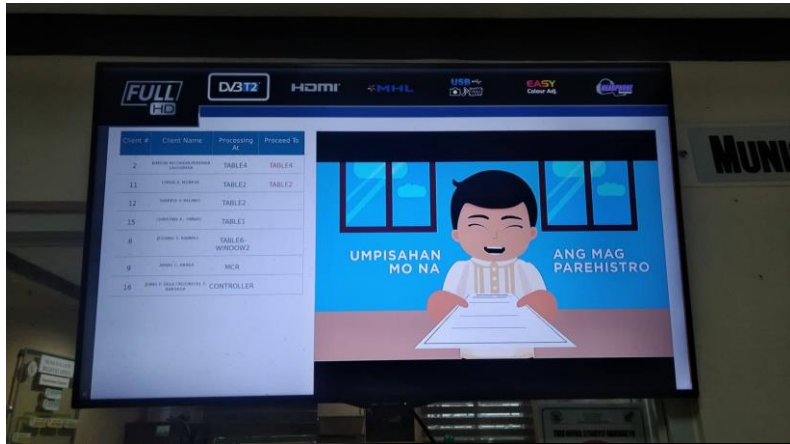




# THREE MAIN FEATURES OF THE IQS



# INFORMATION DISSEMINATION SYSTEM



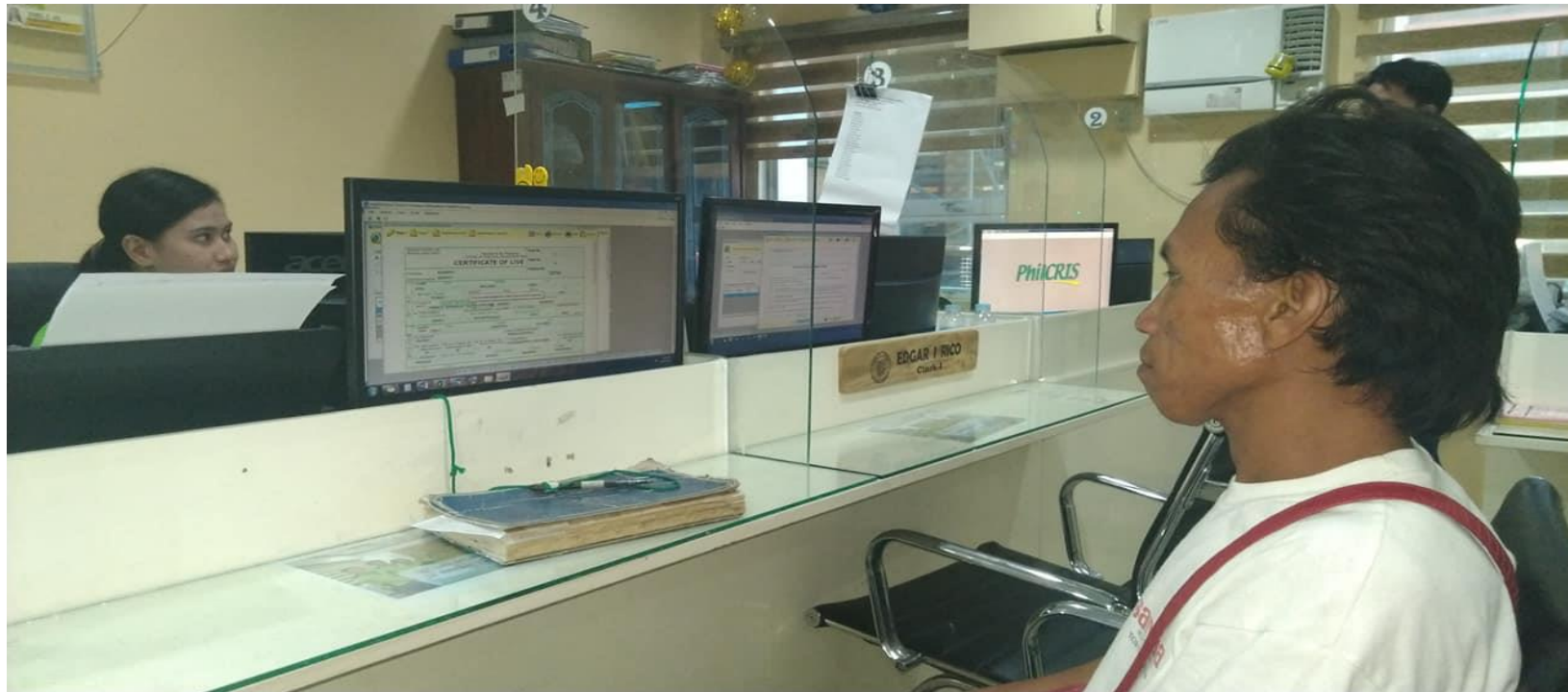
Client #	Client Name	Processing At	Proceed To
2	JEMSON RECORDEA TEREMAR LAUGARDIA	TABLE4	TABLE4
16	JUMEL P. DELA CRUZ/RECEL S. BARRAGA	TABLE4	TABLE4
11	LOREN A. MOREVA	TABLE2	TABLE2
12	SHERRYLV. RELANO	TABLE2	
15	CHRISTINE R. OMBAO	TABLE1	
6	JESSIBEL S. RAMIREZ	TABLE6-WINDOW2	
9	ARNEL C. ABADA	MCR	
18	ADRIAN M. DANAO	WINDOW3	

**2.1. PAG PREPARAR SAN MARRIAGE CERTIFICADO**

- Step 1. Mangayo san appointment slip sa window 1
- Step 2. Hulaton na mag alarm an red light sa IQS screen nakigkita sa personnel na nag appear or naglagay sa TV monitor
- Step 3. Basahon kag seguruhon na tama an mga entries na naka type sa dokumento.
- Step 4. Pakatapos san kasal, i-submit an Marriage Contract sa MCR Office
- Step 5. Magbalik sa MCR office para



## PHILCRIS DUAL MONITOR





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## QUEUING SYSTEM

Browser: IQS | URL: 192.168.0.100:8080/queues

Queues

Refresh Page

TABLE2				
Client #	Instruction	Doc Owner	Transaction	Status
0	Prepare	Jan - June2022(RF)	IPCR (A)	Pending
0	Prepare	EVELYN Q. BACSAL (BRAP)	COLB (OT)	Pending
0	Prepare	SHIRLLY T. ESSLER (BRAP)	COLB (OT)	Paused
0	Post	ROSITAA. CASUPANG (BRAP)	COLB (OT)	Pending
0	Post	LELY M. BELVIATORA (BRAP)	COLB (OT)	Pending
0	Post	ELECEA A. CANTUBA (BRAP)	COLB (OT)	Pending
12	Prepare	EFRIAN ANDRE V. RELANO	COLB (DR)	Processing
11	Prepare	PRINCESS ANNE M. ELECTION	COLB (DR)	Processing

Process

TABLE2	
Time Start	2022-07-27 15:41
Instruction	Prepare
Client Name	LOREN A. MOÑEVA
Doc Owner	PRINCESS ANNE M. ELECTION
Transaction	COLB (DR)
Txn Type	External
Status	Processing
Call Client	
Pause	
Forward To Other Station	
Done ( No Other Transaction )	
Cancel	





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# EMPLOYEE AND OPERATIONAL EVALUATION SYSTEM

Transaction Trail

Total Duration (d:h:m): 0:0:34

Station	Time Start	Time End	Duration	Task	Remarks
Controller	2022-06-10 09:56	2022-06-10 10:11	0:0:15	Verified	
controller	2022-06-13 10:23	2022-06-13 10:23	0:0:1	Searched	
Table6-Window2	2022-06-13 10:36	2022-06-13 10:37	0:0:1	Advised	
Table3	2022-06-13 11:35	2022-06-13 11:45	0:0:10	Interviewed/Prepared	2022-841
Table6-Window2	2022-06-13 11:45	2022-06-13 11:48	0:0:3	Received/Reviewed	
Table5	2022-06-13 11:48	2022-06-13 11:49	0:0:1	Reviewed	
Window3-Arnold	2022-06-13 11:52	2022-06-13 11:52	0:0:1	Accepted	
Mcr	2022-06-13 11:58	2022-06-13 11:58	0:0:1	Registered	
Window3-Arnold	2022-06-13 12:05	2022-06-13 12:05	0:0:1	Released	

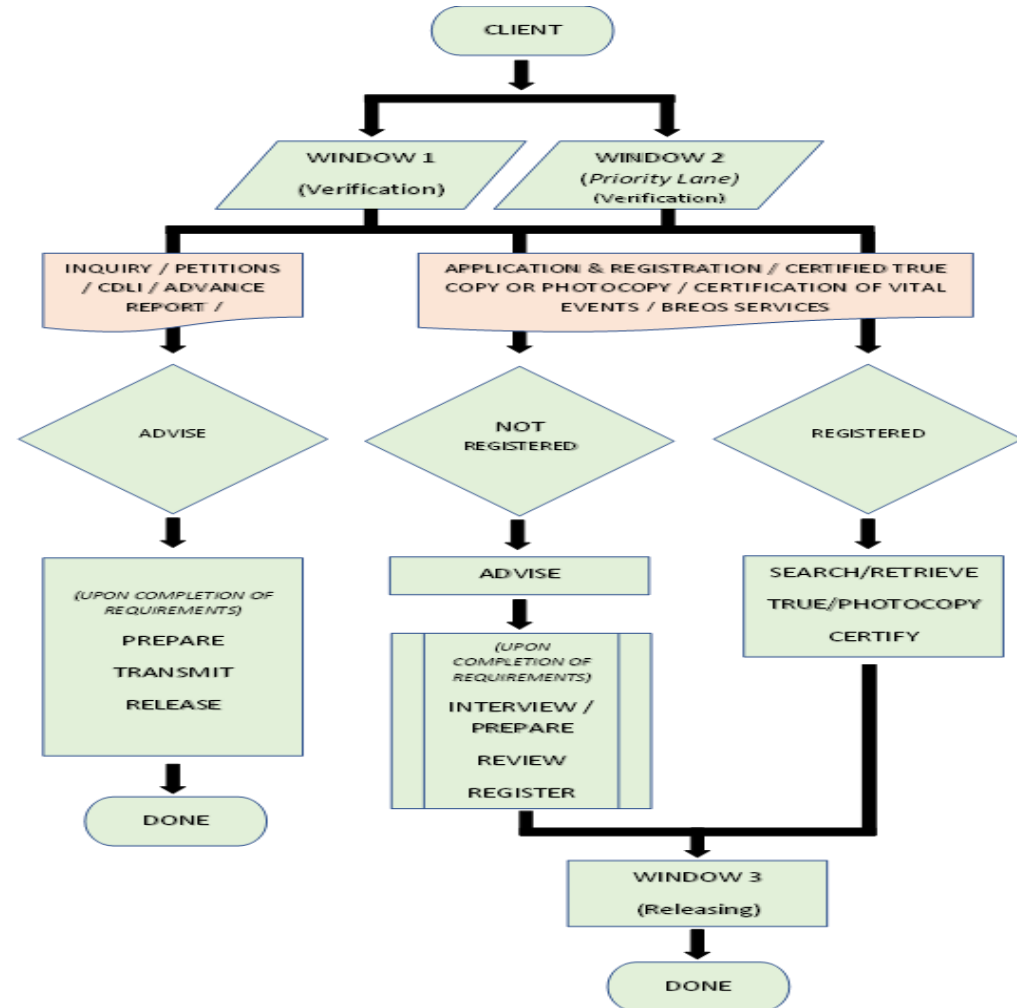
Monitoring

PENDING TASKS PER STATION

STATION	PENDING TASKS
Controller	2
Mcr	10
Table1	4
Table2	8
Table3	6
Table4	6
Table5	5
Table6-Window2	4
Table9-IBRMS	8
Window3	6



## IMPACT OF IQS





# GOALS

- 1. Efficiency**
- 2. Quality**
- 3. Transparency; and**
- 4. Accountability**



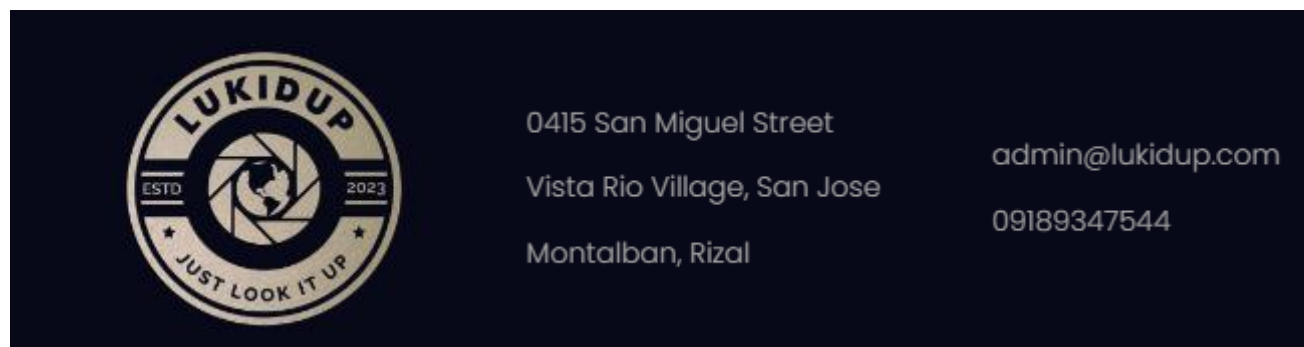
# ROBERT AARON Y. TABUAN

## CONTACT INFO

### FB Account



### Website



# Thank you!



<http://www.psa.gov.ph>



<https://twitter.com/PSAgovph>



<https://www.facebook.com/PhilippineStatisticsAuthority>

